



**Diabetes Prevention & Control Program
Multicultural Coalition
Diabetes Information, Referral and
Education Specialist Services
(DIRES) PROJECT**

The Need:

As the sixth leading cause of death since 1993, diabetes accounts for significant morbidity, lost productivity and premature mortality for many Americans, with a disproportionate burden borne by African Americans, Hispanics/Latinos, Native Americans and Asian Americans. In order to reduce the burden of diabetes, the Division of Diabetes Translations (DDT) has identified health communication as a key strategy. In order for health communication activities to have the greatest success, health educators and health care providers must recognize that there are a variety of potential audiences, within any given population and that strategies that may work for one group will not necessarily work for another. To communicate most effectively with people from distinctive backgrounds and cultures, health professionals must strive to step back and understand the health issue from the perspective of those who are themselves affected.

Health communication experts have become especially sensitive to the knowledge, attitudes, beliefs, and behavioral differences with regard to health issues existing among the various cultural groups within this country. In order to alleviate and /or eliminate the disparities that exist about the knowledge of the diabetes disease and its many complications, the Diabetes Multicultural Coalition is establishing a new program entitled DIRES (Diabetes Information, Referral and Education Specialists Services) to train community health workers and resource persons in diabetes care.

THE GOAL:

The goal of the DIRES program is to train eligible persons to provide information and referrals to appropriate resources as needed for the person with diabetes and his/her family. Information can be provided by one-on-one counseling, individual education, or educational sessions.

THE PROGRAM:

The Diabetes Information and Referral Service will provide a resource person who will be trained by the Diabetes Multicultural Coalition (DMC) regarding diabetes and its complications, basic information and other health related issues. In turn this resource person will be able to answer questions from the general public and/or persons with diabetes regarding diabetes and/or its complications. The information provided by the DIRES will be consistent and basic. The DIRES project is a volunteer program.



The agency participating in DIRES will have a Resource Directory Manual prepared by the DMC Education & Medical Sub-Committee. The DIRES manual will reinforce the knowledge acquired by the trained DIRES and will help him/her answer questions accurately.

The DIRES will be able to provide information and/or answer questions via telephone call, in person and/or during a personal presentation, depending on the need of the individual and/or policies established by the collaborating agency.

RECRUITMENT:

The DIRES can be pastoral assistants, medical assistants, social workers, health educators, health promoters, nurses, outreach workers and/or persons with diabetes who are interested in helping other persons with diabetes (peer mentor). Agencies that already have Information & Referral Specialists working in other topic areas will be informed and invited to participate in the DIRES training. Individuals who have participated in the Diabetes Today training have met the requirements of DIRES and will be invited to be a DIRES.

THE TRAINERS/EDUCATORS/FACILITATORS:

Certified Diabetes Educators as well as other health professionals will provide DIRES training. Other professionals with expertise in health related fields and resources will be invited to participate in the monthly in-service trainings upon completion of the DIRES training.

RULES/GUIDELINES:

DIRES will be guided by a set of standards developed by the National Alliance of Information and Referral System & the National Standards for Diabetes Self-Management Education Program. The Diabetes Control Program Multicultural Coalition has chosen and modified some of the standards that are applicable to the needs of the DIRES project.

One of the long-term goals of the DIRES project is to provide the Diabetes Information & Referral Specialist and/or the Information & Referral Service (agency) the opportunity to apply for accreditation from the National Alliance of Information & Referral (I&R) Systems. The Diabetes Multicultural Coalition wants to ensure that DIRES training is consistent with other I & R agencies procedures and guidelines.



The standards serve as a guide for the DIRES in their daily routine. Areas such as: Information, Referral, Education, Advocacy, Follow Up procedures, Interventions, Record Keeping and much more are defined in the DIRES standards.

The Diabetes Control Program Multicultural Coalition is not establishing regulation policies for the DIRES program at this moment.

The agencies that will be collaborating in this effort by allowing the their employees to become DIRES, may have already their own policies and regulations. It is not the intention of the DIRES project to intervene or supercede those policies.

The DMC/DIRES project will be in-charge of the training of the individuals who are interested in becoming Diabetes Information and Referral Specialist. The Diabetes Control Program Multicultural Coalition will provide the DIRES agency with the DIRES manual, log sheets and a report form to collect appropriate data necessary for the continuation of the program.

Diabetes Multicultural Coalition (DMC)/DIRES Project Training:

- A seven-week(one day a week) training consisting of 12 workshops (2-4 hours each; days & time to be announced) → FALL of 2003.

Seating is limited, please register today. Classes will begin in the FALL of 2003. Please MAIL your registration form (see *Form* document), make sure to include a copy of your High School/GED/TAPE/College diploma.

The DIRES project will provide the following:

- ❖ **Diabetes Today Leadership/Facilitators training for the agency/and or DIRES individuals who are is interested in developing and/or establishing a diabetes community program and/or become part of the DIRES Speakers bureau.**

What is Diabetes Today?

The DT (Diabetes Today) Leadership/Facilitator Program is an international training whose purpose is to reduce the burden of diabetes and its complications. The DT facilitators skills module has been incorporated as part of the DIRES Teaching curriculum (4-hrs. comprehensive and/or 2 regular workshops of 4 hours each).

- ❖ **DIRES Communication Skills Module (3 hrs. comprehensive workshop and/or 6 hrs. regular workshop)**
- ❖ **DIRES Cultural Competency (3 hrs. comprehensive workshop and/or 6 hours regular workshop)**



- ❖ **12 Hours Practicum and a passing grade of 78 in the final exam required in order to graduate from the DIRES training.**

The Diabetes Medical and Resource Manual Table of Contents includes the following:

- ❖ **Diabetes Information**
 - 1. DCCT Trials and other studies
 - 2. Surveillance & statistics
 - 3. Groups at Risk
 - 4. Risk Factors
- ❖ **Diabetes Complications**
 - 1. Diabetes definition
 - 2. Types of Diabetes
 - 3. Glucose levels/Hypoglycemia/Hyperglycemia
 - 4. Eye disease
 - 5. Kidney disease
 - 6. Cardiovascular Disease
 - 7. Nerve Disease
 - 8. Foot Care
 - 9. Mental Health
 - 10. Dental Disease
 - 11. Complications of Pregnancy
 - 12. Flu and Diabetes
 - 13. Sick Days
 - 14. Traveling
 - 15. Sexual Complications
 - 16. Other complications
- ❖ **Physical Activity/Exercise**
- ❖ **Nutrition/Diet**
- ❖ **Medications Interaction**
- ❖ **Talking to your doctor/Standards of Care**
- ❖ **Diabetes supplies/durable equipment**
- ❖ **General & Diabetes Resources**
- ❖ **Glossary & Acronyms**
- ❖ **References & Literature**

**The Manual:**

The Diabetes Medical Resource Manual is divided into 15 Parts (see above table of contents). Each part has a colored number and tab with description.

Each topic related to each part of the manual has a colored letter and a white tab.

DIRES will supply the manual, the agency will be responsible for tabs/dividers etc. and the assembly of it in the above suggested form.

The DIRES Curriculum/teaching guide includes the following:

1. Communication Skills
2. Cultural Competence Skills
3. Facilitators Skills
4. Case Studies/Role Playing
5. Interactive lectures/presentations
6. General and Diabetes Resource guide information
7. Training in all of the above medical information

The DIRES project is a product of the DMC (Diabetes Multicultural Coalition) education and medical sub-committee.